BUREAU OF ENTERPRISE SYSTEMS AND TECHNOLOGY

ENTERPRISE SERVICE DESCRIPTION FOR

ENTERPRISE IT SERVICE MANAGEMENT
(Featuring Numara Footprints Service and Asset Management)

Ocotber 2012

ABOUT DAS/BEST SERVICES

The Enterprise Services offered by the Department of Administrative Services' (DAS) Bureau of Enterprise Systems and Technology (DAS/BEST) are designed to provide Executive Branch agencies with access to high quality and cost-effective technology services.

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QUESTIONS ABOUT THIS SERVICE DESCRIPTION

This document was designed and developed by the Department of Administrative Services' Bureau of Enterprise Systems and Technology (DAS/BEST) to describe certain enterprise services offered by DAS/BEST to the Executive Branch agencies of the State of Connecticut. Should you have any questions or comments regarding this planning template, or desire to check to see if a more current version is available, please contact the **DAS/BEST Help Desk** by dialing **(860) 622-2300, option 9** or by electronic mail at BEST.HelpDesk@ct.gov.

DOCUMENT HISTORY

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2.00	10/15/2012	DAS/BEST	Finalized Document Development - completed

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I.   Description of Services

DAS/BEST is pleased to offer Executive Branch agencies with an enterprise-class IT Service Management[1] solution and service that provides state agencies with access to software services such as Help Desk, Incident and Problem Management, Configuration Management, Security and Compliance, as well as Lifecycle Management, among others.

Our service relies on the use of BMC's FootPrints Service Management Solution[2], as implemented and supported by DAS/BEST. FootPrints will give you the choice and flexibility that you never thought was possible from an IT management solution.

- **Lower cost of ownership**. Our service offers your agency with a lower total cost of ownership over a standalone implementation of any similar-sized IT Service Management solution, including BMC. Enterprise agencies can obtain a significant level of savings over the cost of a standalone implementation.

- **Full agency control and flexibility**. In choosing the DAS/BEST Enterprise ITSM Service, you retain complete control over the design, configuration and implementation of the services and workflows that meet your agency's needs. Our enterprise service gives agencies the freedom to choose just the IT management products you need or to select a broader range of FootPrints solutions, such as Lifecycle Management, Desktop Management or Security & Compliance.

- **Rapid time to production & ease of use**. You'll be amazed at how quickly you can install and deploy any or all of the FootPrints capabilities thanks to its intuitive and powerful, wizard-driven user interfaces.

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[1] http://en.wikipedia.org/wiki/IT_service_management
[2] http://www.numarasoftware.com/footprints/

A.   Service Management Product Suite

Incident & Problem Manager

Automate response and resolution efforts by implementing a defined plan for restoring normal service operations as quickly as possible to minimize the impact on your business. Avoid recurring incidents, minimize impact and eliminate unplanned downtime with proactive problem management.

http://www.numarasoftware.com/footprints/incident-problem-management/

Change Manager

Minimize the risk of changes to the IT infrastructure with defined change management processes that automate approval procedures.

http://www.numarasoftware.com/footprints/change-management/

Configuration Manager

Maximize efficiencies, bridge IT and business silos, ensure configuration compliance and speed up problem solving.

http://www.numarasoftware.com/footprints/configuration-management/

Service Catalog

Improve customer relations with an actionable view of the services you offer, and allow customers to select the service that meets their business needs 24/7.

http://www.numarasoftware.com/footprints/service-catalog-management/

B.   Asset Management Product suite

Remote Manager

Securely manage routine desktop management tasks with the ability to detect, diagnose and resolve desktop issues without leaving your desk.

http://www.numarasoftware.com/footprints/remote-management/

Deployment Manager

Quickly and reliably install or remove software applications, application upgrades and system and security configurations, all from a central console without disruption to the end-user. The components are offered with Named Users and Concurrent Users licensing options. Please refer to the BMC products offering guide for additional information.

http://www.numarasoftware.com/footprints/deployment-management/

Inventory Manager

Automate complex inventory tracking and receive accurate, current and complete asset intelligence to help guide investment decisions, reduce manual processes and maintain compliance.

http://www.numarasoftware.com/footprints/inventory-management/

Patch Manager

Patch management is a key element needed to maintain security throughout the desktop lifecycle. The approach to successful patch management is straightforward:

1. Assess your desktop management solution,
2. Identify missing patches and areas of vulnerability, and
3. Deploy critical fixes to affected devices across your network without interrupting end user productivity.

http://www.numarasoftware.com/footprints/patch-management/

Compliance Manager

Making sure your IT assets are compliant with wide-ranging industry regulations and standards can be a major headache. Unfortunately, ignorance of compliance is never a valid defense, and the burden of proof will always be with you and your organization.

http://www.numarasoftware.com/footprints/compliance-management/

Migration Manager

Migration Manager works with BMC's FootPrints Deployment Manager to migrate a customer's data and personal settings.

http://www.numarasoftware.com/footprints/migration-management/

Vulnerability Manager

It seems that new network and system vulnerabilities are discovered on a daily basis, and waves of automated attacks that exploit these weaknesses are a never-ending battle. Your IT infrastructure is constantly at risk of being compromised.

http://www.numarasoftware.com/footprints/vulnerability-management/

C. Availability

The DAS/BEST Enterprise IT Service Management service will be available to Executive Branch agencies starting on July 1, 2012.

D. Rates

The cost for this service is made affordable by the purchasing power of the enterprise. **By using the enterprise, the average agency could save as much as 50% over the cost of a standalone implementation**. Costs for the enterprise service are divided into four categories.

- BMC Licensing and Maintenance Fees for Agents and Asset Nodes
- BMC Professional Services
- BMC Training Services
- DAS/BEST Service Fees

Of these, BMC Professional Service and BMC Training are optional, based on the needs of the customer. The fees related to BMC licensing are based on your agency's individual needs and configuration. The unit costs for licenses may decrease as additional agencies join the enterprise. In addition, DAS/BEST also charges a small monthly fee to offset the ongoing cost of supporting the enterprise software and infrastructure.

Because the service cost of an Enterprise IT Service Management configuration may vary from agency to agency, we recommend that agencies interested in learning more about the Enterprise IT Service Management contact DAS/BEST to discuss pricing. A service representative will meet with you, review your needs and develop a cost estimate specific to your agency.

E. Reporting Service Problems or Issues

Agencies using the service would report all issue to DAS/BEST Help Desk by email at Best.Helpdesk@ct.gov or by dialing (860) 622-2300 (Option 9).

F.   Basic Service Levels

DAS/BEST is responsible for implementing, managing and administering this service as well as supporting the underlying technology platform. DAS/BEST will provide users with problem support during normal business hours, unless a service outage is reported.

♦ The Enterprise ITSM Service will be available 24 hours a day, 7 days a week and 365 days a year, with the exception of any planned maintenance outages.

♦ DAS/BEST provides platform, application and database hosting services supporting the FootPrints application and ensures that the service is included in our statewide Disaster Recovery program.

♦ DAS/BEST also provides support related to enterprise administration of the FootPrints environment, license management and response to technical issues with either the product or the platform.

♦ Agency requests to add, remove or restore Workspaces will be initiated within five business days of receipt of a valid Request for Service (RFS).

♦ Agency requests to add or remove Service Management Agents or Asset Nodes will be processed within five business days of receipt of a valid Request for Service (RFS).

♦ Requests received on a weekend or state holiday that involve routine services will be processed the next business day.

♦ DAS/BEST will respond immediately to any report of a service outage or issue affecting a large group of users.

♦ Problems reported by individual users to the DAS/BEST Help Desk will be handled on a first reported – first served basis.

G.   Conditions of Use

Agencies considering the Enterprise IT Service Management service are encouraged to review and be aware of the following conditions of use:

♦ This service is currently offered only to Executive Branch agencies.

♦ ITSM Workspaces may require customization or specialized training to meet the operational requirements of a given agency. The agency is responsible for any costs incurred when using BMC Professional or Educational Services.

♦ DAS/BEST does not provide support to agencies on matters related to the operational use of the FootPrints product. Instead, Enterprise IT Service Management customers are authorized to work directly with BMC on matters related to the operational use of BMC FootPrints.

♦ Agencies are responsible for the one-time costs associated with any Numara Service Core and Asset Node Core, and the yearly costs of these license and asset nodes.

♦ DAS/BEST reserves the right to make any alterations or adjustments to this service that are in the best interests of the state, up to and including the cancellation of this service, in whole or in part. Any substantive changes to this service will be communicated in advance.

H.   Customer Suggestions for Improvements

DAS/BEST welcomes the input and feedback of our customers so that we can continually improve our service and value. Customers that have feedback on the service and/or BMC's products are invited to submit your feedback by email to the DAS/BEST Help Desk at Best.Helpdesk@ct.gov. DAS/BEST will periodically package this feedback and send it on to BMC Numara.

II.   Acquisition of Services

The acquisition of the Enterprise IT Service Management service occurs through DAS/BEST and it is relatively straightforward.

Consult with DAS/BEST → **Meet with BMC** → **Review Service Fees** → **Customer Commitment**

A. Initial Consultation

The process for your agency starts with your initial consultation with DAS/BEST. This is your opportunity to sit with us to learn more about the service and to gain understanding about product capabilities and how those capabilities may fit within your agency. Your agency doesn't incur any obligation for any of these fact-gathering steps.

Agencies can schedule an initial consultation by completing a "Request for Consultation[3]" to be directed to the DAS/BEST Operations Services Division. This online form will transmit your request to the appropriate individual in the Operations Services Division for review and action.

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[3] http://workorder.ct.gov/ConsultationRequest.aspx

DAS/BEST will schedule time with your agency for an Initial Consultation to review the Enterprise ITSM Service.

Meet with Numara

At the conclusion of the Initial Consultation, we can arrange, at your discretion, for you to meet with a representative of BMC, for an in-depth presentation on the Service and Asset Cores and to walk through a live demonstration. We strongly encourage agencies to spend time with BMC to gain additional insight into the capabilities of the FootPrints ITSM solution.

When speaking to BMC about how FootPrints can be configured to meet your needs, you will also have the opportunity to meet with a representative from BMC Professional Services. They will be able to help your agency identify the right mix of training and/or professional services that your agency will need to make the best of your investment in FootPrints.

In addition to the presentation and demonstration, BMC will be able to help you select the proper configuration to meet your agencies unique needs. There is no obligation incurred in meeting with BMC. The configuration and sizing information that you develop with BMC Numara will define the fees related to your use of DAS/BEST's Enterprise IT Service Management.

B. Formal Price Quote

BMC will produce a formal quote for your agency to review. At this time, you can make modifications to the array of products and services as needed. Once you receive the final quote, you agency will need to make a procurement decision.   Typically, agencies will ask for time to meet with their agency leadership team and/or fiscal folks before taking any further steps. Again, there is no obligation in asking for a formal quote.

C. Customer Commitment

Agencies that decide to move forward with the service will work with DAS/BEST on the remainder of the service commitment process.   Herein, we review any DAS/BEST fees as well as any ongoing responsibilities for maintenance costs associated with your product licenses.

With the agency commitment in place, we order your licenses and schedule your implementation.

III.   Implementation Timelines

As an enterprise service, your agency will be able to have access to your workspaces in a much shorter timeframe than if you chose to stand-up your own environment. It's possible for your agency to be online in as little as 30 days.

The timeline below is offered as a general planning reference, from initiation to deployment. The actual timeline may vary, based on the scheduled and staff availability, the complexity of the customer's needs as well as the time a customer may need for their agency's internal review and approval process.

- ♦ Initial Customer Consultation – 1.5 Hours
- ♦ Consultation with BMC – 4 Hours
- ♦ Customer Commitment – 1 hour
- ♦ Procurement Process – 3 Weeks
- ♦ Create Initial Agency Workspaces - 3 Days
- ♦ Agency Workspace Design and Customization – Varies.